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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants: Martin et al.

Serial No.: 09/823,940 (Conf. No. 7591)

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For: **METHODS AND APPARATUS FOR  
-CALL SERVICE PROCESSING**

Case No.: 0102374-00015

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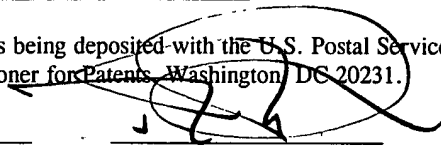
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Date: 8/14/01

  
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Reg. No. 31,868

**Supplemental Information Disclosure Statement**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

Pursuant to 37 C.F.R. §§ 56 and 97 *et seq*, the Applicants cite the information on the accompanying modified form PTO 1449. The Applicants also enclose copies of the cited publications.

This Disclosure Statement is being filed under Rule 97(b), that is, within three months of the filing date of a national application (or entry of the national phase in the case of an international application) or before the mailing date of a first Office Action, whichever event occurs last.

The filing of this Statement shall not be construed as a representation that a search has been conducted, nor as an admission that the information cited herein is (or

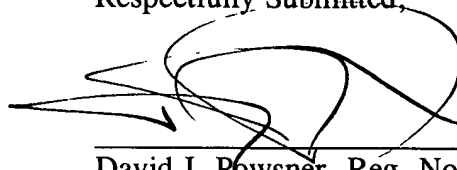
is considered to be) material to patentability, nor that the publication or information cited herein is prior art.

The Applicants understand no fees, apart from those referred to above, if any, are necessary in order to insure consideration of the information cited herein. If the Applicants understanding in this regard is incorrect, please charge any such fees to Deposit Order Account 141449. For this purpose, a duplicate of this document is enclosed.

Dated: \_\_\_\_\_

8/14/01

Respectfully Submitted,



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